

Site Reliability Engineer

Reports to: Head of Engineering

Location: Liverpool / Hybrid

# Be the person we need.

## Your purpose

As a Site Reliability Engineer at Concerto, you will play a pivotal role in ensuring the reliability, performance, and scalability of our Intelligent Assets Management SaaS platform.

You will lead the improvement of infrastructure, DevOps, and monitoring across our systems—empowering the engineering team to release features faster and more safely. Your hands-on experience and strategic thinking will help embed SRE principles throughout the team, improving customer experience, system health and developer productivity.

You’ll work across internal environments and customer-facing systems, shaping operational excellence and reliability at every level.

# Be someone who makes it happen.

## What you’re responsible for

Act as a technical leader, mentoring engineers and playing a key role in shaping the platform roadmap.

Hands on development of CI/CD pipelines using GitHub Actions, and Octopus Deploy to optimise release quality and efficiency, moving away from TeamCity.

Lead the implementation of infrastructure as code, ensuring repeatable, scalable environments using technologies such as Terraform.

Work closely with developers, QA, and DBAs to improve platform design and release workflows.

Implement and promote best practices for operational readiness, reliability, and fault tolerance.

Guide the platform team on tooling, automation, instrumentation, observability and best practice in Azure.

Build a high-quality platform aligned to the Microsoft Cloud Adoption Framework, with Well Architected design, Defender, Advisor, Policy and governance in mind.

Design and maintain monitoring and alerting systems that surface performance and reliability issues before our customers notice them.

# Be one of a kind.

## Your knowledge, skills and qualifications

5+ years of experience in DevOps or Site Reliability Engineering roles, preferably in a SaaS environment.

Expert-level hands-on experience configuring Azure cloud services, networking and identity.

Strong background in CI/CD tools—GitHub Actions and Octopus Deploy.

Proficient in writing and managing Infrastructure as Code (Terraform, ARM templates).

Experienced in setting up and maintaining observability stacks (e.g. Application Insights, Prometheus, Grafana).

Familiar with container orchestration concepts; Kubernetes experience is a plus.

Scripting or programming experience in PowerShell, Python, or similar languages.

Comfortable balancing speed of delivery with system stability and security.

Clear and confident communicator, able to work cross-functionally with both technical and non-technical teams.

# Be the perfect fit.

## Your core qualities and attributes

A proactive problem-solver who thrives on improving systems and processes.

A strong advocate for automation and reliability in everything you do.

A collaborative team player who builds strong relationships with peers and leadership.

Calm under pressure with a methodical approach to diagnosing and resolving incidents.

Self-motivated and organised, with a high sense of ownership and accountability.

Adaptable in a fast-moving environment with changing priorities and multiple stakeholders.

An excellent communicator with the ability to convey concepts and process clearly through presentation and documentation.

# Employment acknowledgement

This job description is intended to describe the essential job functions of this position and is not intended to be an all-inclusive statement of job responsibilities.

I have read, understood and am able to perform the duties within the job description. I have received a copy of this form.

Employee Name Date / /

**Employee Signature**